

NEW CASTLE COUNTY GOVERNMENT

Number 1191

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CLASS SPECIFICATION

Date 01/01/04

Title: EMERGENCY SERVICES ADMINISTRATOR

Approved:



GENERAL STATEMENT OF DUTIES: Assists in the activities of the County's emergency communications activities to ensure quality service in all areas to the citizens of New Castle County; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class is responsible for performing administrative tasks relating to the emergency services operations. Responsibilities include maintaining related records and reports, contact with emergency service agencies to keep information up to date, and coordinating activities and procedures. This employee may be on call 24-hours per day and works under the general supervision of an Emergency Services Assistant Manager and/or Deputy Chief of Emergency Services.

EXAMPLES OF WORK: (Illustrative only)

- Ensures that related equipment is properly maintained and fully operational;
- Creates, maintains, and updates data base files;
- Assists in coordinating emergency service radio communications and all other related activities;
- Assists in preparing the annual budget and maintains related records and reports;
- Orders supplies and maintains related records;
- Makes recommendations for training programs;
- Coordinates and schedules training programs;
- Prepares and analyzes forms, logs, and statistical reports;
- Assists in the preparation of payroll documents;
- Processes various reports from the computer system for review and distribution;
- Attends meetings and makes presentations to civic groups upon request;
- Performs related duties as directed by management;
- Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service;
- Operates a data processing terminal, personal computer, and other related equipment in the course of the work.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Thorough knowledge of the operations, functions, and scope of authority of County government as related to the area of emergency communications; ability to coordinate reliable and accurate information;

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ability to establish and maintain effective working relationships with coworkers, associates, government officials, agencies, private organizations, and the public and to promote an ongoing attitude of dedication to excellent customer service; ability to maintain confidentiality in all aspects of the work; ability to analyze complex data, draw valid conclusions, and make reliable recommendations; creativity; ability to communicate courteously and effectively, both verbally and in writing; ability to make effective presentations before groups; ability to pass a Class III County physical examination.

ACCEPTABLE EXPERIENCE AND TRAINING: At least three years experience working with emergency communications activities and possession of a Bachelor's Degree from an accredited college or university with major course work in business administration, public administration, or related field; or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

HISTORY OF REVISIONS

Established: 11/01/97
Revised: 05/01/01
Revised: 01/01/04